Avaya one-X® Deskphone H.323 for 9620, 9620C, and 9620L IP Deskphone User Guide

3.2
16-300699
9.0
January 2013

© 2013 Avaya Inc.

All Rights Reserved.

Notice

While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

Note

Using a cell, mobile, or GSM phone, or a two-way radio in close proximity to an Avaya IP telephone might cause interference.

Documentation disclaimer

“Documentation” means information published by Avaya in varying mediums which may include product information, operating instructions and performance specifications that Avaya generally makes available to users of its products. Documentation does not include marketing materials. Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of documentation unless such modifications, additions, or deletions were performed by Avaya. End User agrees to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

Link disclaimer

Avaya is not responsible for the contents or reliability of any linked websites referenced within this site or documentation provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

Warranty

Avaya provides a limited warranty on its hardware and Software (“Product(s)”). Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya’s standard warranty language, as well as information regarding support for this Product while under warranty is available to Avaya customers and other parties through the Avaya Support website: http://support.avaya.com. Please note that if you acquired the Product(s) from an authorized Avaya reseller outside of the United States and Canada, the warranty is provided to you by said Avaya reseller and not by Avaya. “Software” means computer programs in object code, provided by Avaya or an Avaya Channel Partner, whether as stand-alone products or pre-installed on hardware products, and any upgrades, updates, bug fixes, or modified versions.

Licenses

THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, HTTP://SUPPORT.AVAYA.COM/LICENSEINFO ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AUTHORIZED AVAYA RESELLER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AUTHORIZED AVAYA RESELLER. UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA AUTHORIZED RESELLER; AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS “YOU” AND “END USER”), AGREE TO THESE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE (“AVAYA”).

Avaya grants you a license within the scope of the license types described below, with the exception of Heritage Nortel Software, for which the scope of the license is detailed below. Where the order documentation does not expressly identify a license type, the applicable license will be a Designated System License. The applicable number of licenses and units of capacity for which the license is granted will be one (1), unless a different number of licenses or units of capacity is specified in the documentation or other materials available to you. “Designated Processor” means a single stand-alone computing device. “Server” means a Designated Processor that hosts a software application to be accessed by multiple users.

License types

Designated System(s) License (DS). End User may install and use each copy of the Software only on a number of Designated Processors up to the number indicated in the order. Avaya may require the Designated Processor(s) to be identified in the order by type, serial number, feature key, location or other specific designation, or to be provided by End User to Avaya through electronic means established by Avaya specifically for this purpose.

Shrinkwrap License (SR). You may install and use the Software in accordance with the terms and conditions of the applicable license agreements, such as “shrinkwrap” or “clickthrough” license accompanying or applicable to the Software (“Shrinkwrap License”).

Copyright

Except where expressly stated otherwise, no use should be made of materials on this site, the Documentation, Software, or hardware provided by Avaya. All content on this site, the documentation and the Product provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software unless expressly authorized by Avaya. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

Third Party Components

“Third Party Components” mean certain software programs or portions thereof included in the Software that may contain software (including open source software) distributed under third party agreements (“Third Party Components”), which contain terms regarding the rights to use certain portions of the Software (“Third Party Terms”). Information regarding distributed Linux OS source code (for those Products that have distributed Linux OS source code) and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply is available in the Documentation or on Avaya’s website at: http://support.avaya.com/Copyright. You agree to the Third Party Terms for any such Third Party Components.

Preventing Toll Fraud

“Toll Fraud” is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there can be a risk of Toll Fraud associated with your system and that, if Toll Fraud occurs, it can result in substantial additional charges for your telecommunications services.

Avaya Toll Fraud intervention

If you suspect that you are being victimized by Toll Fraud and you need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya

Support website: http://support.avaya.com. Suspected security vulnerabilities with Avaya products should be reported to Avaya by sending mail to: securityalerts@avaya.com.

Trademarks

All non-Avaya trademarks are the property of their respective owners, and “Linux” is a registered trademark of Linus Torvalds.

Downloading Documentation

For the most current versions of Documentation, see the Avaya Support website: http://support.avaya.com.

Contact Avaya Support

See the Avaya Support website: http://support.avaya.com for product notices and articles, or to report a problem with your Avaya product. For a list of support telephone numbers and contact addresses, go to the Avaya Support website: http://support.avaya.com, scroll to the bottom of the page, and select Contact Avaya Support.

FCC/Industry Canada Radiation Exposure Statement

This device complies with the FCC's and Industry Canada's RF radiation exposure limits set forth for the general population (uncontrolled environment) and must not be co-located or operated in conjunction with any other antenna or transmitter.

Warning

The handset receiver contains magnetic devices that can attract small metallic objects. Care should be taken to avoid personal injury.

Contents

Chapter 1: Introduction to the 9620/9620C/9620L Deskphone 7
- Overview 7
- Navigation tips 9
- About icons 10
- Telephone stand 11

Chapter 2: Avaya Menu 13
- Options & Settings 14
- Setting Go To Phone Screen on Calling 14
- Setting Go To Phone Screen on Ringing 15
- Setting Go To Phone Screen on Answer 15
- Changing the voice dialing setting 16
- Changing the voice dialing language 16
- Setting redial options 17
- Displaying call timers 17
- Configuring visual alerts 18
- Setting the audio path 19
- Setting contact names to display during calls 19
- Adjusting the brightness or contrast of the display 20
- Turning button click sounds on and off 20
- Turning error tones on or off 21
- Turning large text on or off 21
- Ringer Pattern 22
- Changing the ringer pattern 22
- Changing the display language 23
- Personalizing button labels 24
- Setting dialing options 24
- Selecting handset audio equalization 25

Chapter 3: Browser 27
- Accessing your browser 27

Chapter 4: About Features 29
- Accessing the Features menu 29
- Calling a person from the directory 29
- Configuring simultaneous ringing for multiple phones using EC500 30

Chapter 5: Answering a call 31

Chapter 6: Making a call 33
- Making an emergency call 33
- Clearing a number 34
- Redialing a number 34
- Using voice dialing 34
- Making a call using edit dialing 35
- Calling a person from the contacts list 36
- Calling a person from the call log 36

Chapter 7: Muting a call 39

Chapter 8: Putting a call on hold 41

Chapter 9: Transferring a call 43
Chapter 10: About forwarding calls 45
Send All Calls 45
Forwarding calls 45
Chapter 11: Using the conference feature 47
Setting up a conference call 47
..... 0
Putting a conference call on hold 48
Muting a person on a conference call 48
Dropping the last participant from a conference call 48
Dropping a person from a conference call 49
Chapter 12: Using bridged call appearances 51
Answering a call on a bridged line 51
Joining a call on a bridged line 51
Making an outgoing call on a bridged line 52
Chapter 13: Using the contacts feature 53
Searching for a contact 53
Viewing a contact's details 53
Adding a new contact 54
Editing a contact 55
Deleting a contact 56
Chapter 14: Using USB Flash Drives with your phone 57
Adding contacts from an external file to your contacts list 57
Overwriting contacts list with an external file 58
Copying your contacts list to a USB flash drive 59
Temporarily using a USB contacts list 59
Using pictures from your USB device as a screensaver 60
Chapter 15: Call Log 61
Viewing the call log 61
Viewing Call Log details 62
Adding an entry from the call log to your contacts list 62
Removing an entry from the Call Log 62
Clearing all entries from the call log 63
Turning off call logging 63
Chapter 16: Receiving your messages 65
Logging into your voice mail 65
Chapter 17: About Logging In and Logging Out 67
Logging in to your deskphone extension 67
Logging in as a guest user 68
Visiting user 68
Logging in as visiting user 69
Logging out of your deskphone extension 69
Logging out of a locked deskphone extension 69
Index 71

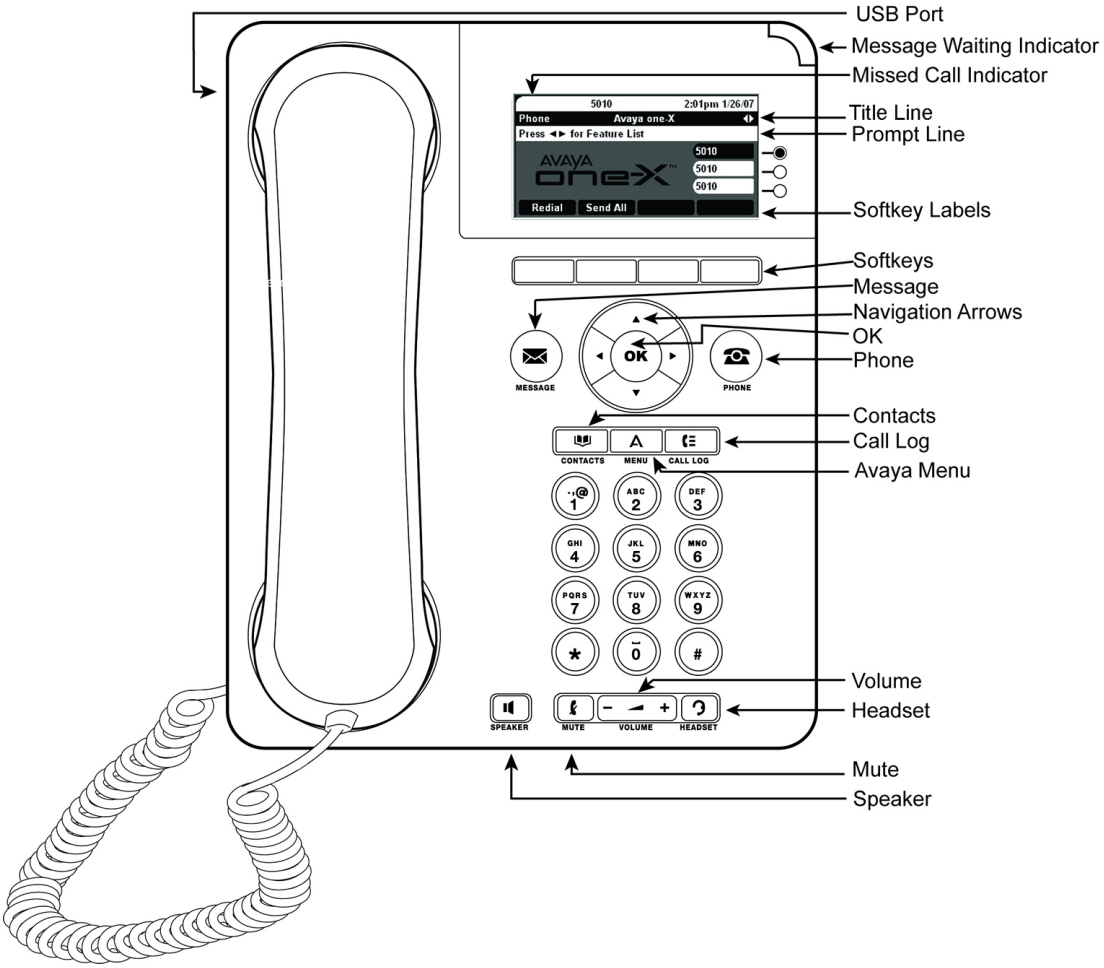
Chapter 1: Introduction to the 9620/9620C/ 9620L Deskphone

Your deskphone provides many features, including a Phone screen to view and manage your calls, call log, a Contacts list, an integrated WML browser, a menu of options and settings, and access to your Voicemail. You can also attach up to three button modules to your telephone, to expand the available number of call appearances and features; multiple button modules must all be the same type and model.The 9620C Deskphone provides this information in color.

The 9620L is a low-cost version of the 9620 that does not have a USB port. The 9620C has a color display, but is otherwise essentially the same as the 9620.

All the functions and features described in this user guide might not be available on your deskphone. If you find that a function or feature is not available, please contact your system administrator.

Overview



The following table provides button/feature descriptions for the 9620/9620C/9620L deskphone.

Name	Description
USB Port	Insert a USB device (also called a memory stick, thumb drive, or flash drive) to transfer contacts between your phone and an external data source; see Importing and Exporting Contacts using USB Devices on page 57 for more information. You can also recharge some battery-powered devices by using a USB cable to connect the device to your deskphone's USB port.Note: The 9620L does not have a USB port.
Top Line	The Top Line shows status information such as the time and date, error indications and missed calls.
Title Line	The Title Line shows the name of the current screen and navigation arrows where applicable.
Prompt Line	View the prompt line to see helpful information, such as when you can use the right or left navigation arrows to view alternate screens or menus.

Name	Description
Call Appearances	The number of lines available to make or receive calls (call appearances) depend on how your system is administered. Press the line button to initiate or answer a call.
Lines	The line buttons with integrated LEDs show which lines are in use and correspond to the lines on the display. Press the line button to select that line. Lines also indicate if a feature is enabled or disabled in the Feature view.
Softkeys and Softkey Labels	Use the softkeys to act on objects displayed on the screen. The softkey labels show you the action that each key produces. The labels and the actions vary depending on the object that is selected.
Message	Press the **Message** button to connect directly to your voicemail system.
Navigation Arrows	Use the right and left navigation arrows to navigate between menus or to move the cursor during text input. Use the up and down navigation arrows to move from one line to another.
OK	Press the **OK** button for a shortcut to an action. For example, when you select a call log entry, pressing **OK** dials the number.
Phone	Press **Phone** to view and manage your calls.
Contacts	Press **Contacts** to view the entries in your Contacts list.
Call Log	Press **Call Log** to view the history of your outgoing, incoming, and missed calls.
Avaya Menu	Press **Avaya Menu** to configure options and settings, access the browser, log out, or view network information.
Volume	Press **Volume** to adjust the volume of the handset, headset, speaker, and ringer.
Mute	Press **Mute** to mute a call in progress. To take a call off mute, press Mute again.
Speaker	Press **Speaker** to use the speakerphone. To take a call off speakerphone, lift the handset.
Headset	Press **Headset** to use the headset if it is connected. Only HIS headset cords are compatible with your phone.

Navigation tips

When navigating through the options and features on your telephone display, use the navigation arrows to scroll and buttons to select lines or options.

A navigation icon ▶ appears in the telephone display to indicate that you can scroll to more options or information. Use the up and down navigation arrows to scroll up or down through

lists. When only one up or down navigation arrow shows, it indicates you are at the top or bottom of the list and can only move in the direction indicated by that arrow. Use the right and left navigation arrows to go to other screens when the paging icon (left- and right-facing arrows) displays on the title line or to move the cursor right or left when entering text.

When you scroll to a line on the display, that line is selected.

About icons

The icons in the following table indicate the state of a call, navigation choices, or the status of a team member whose presence you are tracking.

Icon	Description
	Indicates a missed call on your phone
	Incoming call; indicates you have answered this call.
	Outgoing call; indicates you have made this call.
	Indicates that EC500 has been activated.
	Incoming call is alerting.
	Call is active.
	Call is on hold.
	Conference is active.
	Conference is on hold.
	Use the Right or Left navigation arrow to see additional pages/screens/options.
	Scroll left for other options.
	Scroll right for other options.
	Scroll up or down when there is more information than can display in the application area.
	End of a list; scroll up to see choices.
	Beginning of a list; scroll down to see choices.
	The call in progress is muted.

Icon	Description
	The ringer volume is off due to pressing - on the **Volume** button until the volume turns off. To reinstate volume, press + on the **Volume** button.
	Team icon indicating this team member is available.
	Team icon indicating this team member is busy on a call and not available.
	Team icon indicating this team member is not on a call but is forwarding incoming calls.
	Team icon indicating this team member is busy on a call and is forwarding incoming calls.
	Your administrator may place this icon on one of your softkeys as an energy-saving measure. Pressing this softkey turns the display backlight off. When the backlight is off, any activity on your telephone turns it back on.
	Indicates that your phone is in an “Unnamed Registration” state, caused by not entering an extension within 60 seconds of being prompted for one or not entering a password. In this situation, your phone may register with its call server but will show only one call appearance, no features, and will allow only outgoing calls. To switch from the unnamed registration state, login with a valid extension and password.

Telephone stand

Your telephone can be placed in two positions, a lower position and an upright position. You can adjust the display screen as required. To move the display screen, gently pull from the top of the display screen towards you even as you hear clicking sound. Each of these clicks indicates a locking position. You can push the screen back to return to the original flat position.Gently push on the display screen to adjust the screen to a previous position.

If you have placed the phone vertically for wall mounting, reverse the tab located under the switchhook in the top ear piece pocket on the phone to ensure that the handset is in the correct position. You need a small screwdriver to lift the tab after it is reversed.

Chapter 2: Avaya Menu

You can use the Avaya Menu to adjust and customize options and settings for your telephone, access additional Web-based applications, get information about your phone and network settings, and log out. When you press the Avaya Menu button, you see one of the following menus, depending on how your administrator has set up your system and on the applications available to you:

Note:

The menus and sub-menus that appear depend on how your extension was administered. Some options or sub-menus may not be available. Contact your System Administrator if you have any questions.

Sample Menu 1	Sample Menu 2
> **Options & Settings** > **Browser** > **Network Information** > **VPN Settings** > **Guest Login** > **Log Out** > **About Avaya one-X** > **My Pictures**	> **Your 1st Web Application** > **Phone Settings** > **Log Out** > **About Avaya one-X** > **My Pictures**

Note:

On menus with WML applications, select **Phone Settings** to access the standard telephone Options & Settings menu.

Options & Settings or **Phone Settings**, if your menu is customized,lets you change your call settings, personalize button labels, adjust brightness and contrast, select your ringing pattern, and more.See Options & Settings on page 14 for more information.

The Browser menu contains additional web-based applications. (If no web applications are available for your phone, the Browser menu is not shown.)

About Avaya one-X provides the release number of your telephone software.

Guest Login lets you log in to a phone to which you are not normally assigned, to access your own contacts and features.

Log Out lets you sign off the phone, to protect your settings or to allow another user to log in. Log out does not display unless your phone (and any associated button module) is in an idle state.

My Pictures lets you use pictures from a USB device as your telephone screensaver, but is only available on those deskphones with a USB interface.

Options & Settings

The **Options & Settings** menu contains the following submenus:

- **Call Settings**
- **Set Speed Dials**
- **Set Favorites**
- **Application Settings**
- **Screen & Sound Options**
- **Language & Region**
- **Advanced Options**

Call Settings includes choices for automatically displaying the Phone screen when you get an incoming call, when you place a call, or when you answer a call, turning call timers on or off, controlling how Redial works, turning Visual Alerting on or off, and more.

Application Settings includes choices for personalizing button labels, turning call logging on or off and including bridged calls in your call log.

Screen & Sound options includes choices for adjusting your phone's brightness and contrast, ring pattern, language selection, and button clicks and tones.

Advanced Options includes choices for backing up and restoring your settings, options and button labels and setting up a Bluetooth® adapter if one is attached to your phone. You can also setup the Handset Equalization.(HAC) values.. You can also set AGC (Automatic Gain Control) for your headset, handset, and/or speaker audio.

Setting Go To Phone Screen on Calling

About this task

Set **Go To Phone Screen on Calling** to Yes to automatically display the Phone screen when you place a call.

Procedure

1. Press **Avaya Menu**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.

4. Select **Call Settings**.
5. Press **Select** or **OK**.
6. Select **Go To Phone Screen on Calling**.
7. Press **Change** or **OK** to set the option to Yes or No, depending on the current setting.
8. Press **Save**.

Setting Go To Phone Screen on Ringing

About this task

Set Go To Phone Screen on Ringing to Yes to automatically display the Phone screen when you get an incoming call.

Procedure

1. Press **Avaya Menu**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Call Settings**.
5. Press **Select** or **OK**.
6. Press **Change** or **OK** to set the option to Yes or No.
7. Press **Save**.

Setting Go To Phone Screen on Answer

About this task

Set the **Go To Phone Screen on Answer** option to Yes to automatically display the Phone screen when you answer a call.

Procedure

1. Press **Avaya Menu**.
2. Select **Options & Settings** or **Phone Settings**.

3. Press **Select** or **OK**.
4. Select **Call Settings**.
5. Press **Select** or **OK**.
6. Select **Go to Phone Screen on Answer**.
7. Press **Change** or **OK** to set the option to Yes or No, depending on the current setting.
8. Press **Save**.

Changing the voice dialing setting

About this task

Note:

The Voice Dialing option is available only if it is enabled through the settings file.

Procedure

1. Press **Avaya Menu**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Call Settings**.
5. Press **Select** or **OK**.
6. Select **Voice Dialing**.
7. Press **Change** or **OK** to set the option to on or off. Voice-initiated dialing is set to on by default.
8. Press **Save**.

Changing the voice dialing language

Procedure

1. Press **Avaya Menu**.
2. Select **Options & Settings** or **Phone Settings**.

3. Press **Select** or **OK**.
4. Select **Call Settings**.
5. Press **Select** or **OK**.
6. Select **Voice Dialing Language**.
7. Press **Change** or **OK**.
8. Select the language you will speak to search for and dial your contacts.
9. Press **Select** or **OK**.
10. Press **Yes** to confirm the selected language.

Setting redial options

About this task

To display a list of the last numbers you dialed, or to dial the last number you dialed, you can use the **Redial** option.

Procedure

1. Press **Avaya Menu**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Call Settings**.
5. Press **Select** or **OK**.
6. Select **Redial**.
7. Press **Change** or **OK** to toggle between One Number and List.
8. Press **Save**.

Displaying call timers

About this task

You can set your call settings to display the duration of calls. You can turn the call timer display on or off.

Procedure

1. Press **Avaya Menu**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Call Settings**.
5. Press **Select** or **OK**.
6. Select **Display Call Timers**.
7. Press **Change** or **OK** to change the setting.
8. Press **Save**.

Configuring visual alerts

About this task

When the Visual Alerting option is turned on, incoming calls cause the LED in the top right corner of the phone to flash. You can turn Visual Alerting on or off.

Procedure

1. Press **Avaya Menu**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Call Settings**.
5. Press **Select** or **OK**.
6. Select **Visual Alerting**.
7. Press **Change** or **OK** to turn Visual Alerting on or off.
8. Press **Save**.

Setting the audio path

You can set your phone to go off-hook on the Speaker or the Headset when you make an on-hook call.This setting also determines whether the Voice Dialing feature gets its input from the Speaker or the Headset.

Procedure

1. Press **Avaya Menu**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Call Settings**.
5. Press **Select** or **OK**.
6. Select **Audio Path**.
7. Press **Change** or **OK** to change the Speaker or Headset setting.

   If the audio path is set to Headset and your headset uses switchhook control (typically true for wireless headsets), the Voice Dialing feature cannot receive input from the headset.
8. Press **Save**.

Setting contact names to display during calls

You can set your phone to show the contact's name rather than the calling party name for an incoming or answered call, a transferred call, or conference call when a calling or called party number matches a number on your Contacts list.

Procedure

1. Press **Avaya Menu**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Call Settings**.
5. Press **Select** or **OK**.
6. Select **Pair Contacts to Calls**.

7. Press **Change** or **OK** to change the setting to On or Off.
8. Press **Save**.

Adjusting the brightness or contrast of the display

Procedure

1. Press **Avaya Menu**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Screen & Sound Options**.
5. Press **Select** or **OK**.
6. Select **Brightness** or **Contrast**.

   Note:

   Contrast adjustment applies only to a button module attached to a deskphone with a color display screen. You cannot adjust the contrast of the deskphone's color display screen itself.
7. Press **Change** or **OK**.
8. Select **Phone** or an attached Button Module.
9. Scroll to the right or left to adjust the brightness or contrast.
10. Press **Save** or **OK**.

Turning button click sounds on and off

Procedure

1. Press **Avaya Menu**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Screen & Sound Options**.
5. Press **Select** or **OK**.

6. Select **Button Clicks**.
7. Press **Change** or **OK** to turn sounds on or off.
8. Press **Save**.

Turning error tones on or off

Your telephone beeps if you make a mistake or take an action that is not allowed. If you do not want to hear error beeps, set your error tone to Off.

Procedure

1. Press **Avaya Menu**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Screen & Sound Options**.
5. Press **Select** or **OK**.
6. Select **Error Tones**.
7. Press **Change** or **OK** to turn error tones on or off.
8. Press **Save**.

Turning large text on or off

About this task

Use this procedure to increase the font size that the deskphone displays.

Note:

This feature is available only for the English fonts.

Procedure

1. Press **Avaya Menu**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Screen & Sound Options**.

5. Press **Select** or **OK**.
6. Select **Text Size**.

   Note:

   The Text Size option is available only if it is enabled through the settings file.
7. Press **Change** or **OK** to change the text size.
8. Press **Save**.

Ringer Pattern

About ringer patterns

You can personalize or select a specific ringer pattern for your deskphone. The ringer pattern helps you to identify whether an incoming call is from an internal number or from an external number. You can select a ringer pattern from the available 8 *Classic* and 8 *Alternate* ringer patterns. Thus you can select the ringer pattern from a total 16 different ringers.

If you configure one of the ringer patterns from *Classic* or *Alternate* list as the default tone to be played on an incoming call, then on an incoming call from an external number a distinctly different ringer pattern plays. The ringer pattern for an external calls is unique and distinctly different from the one played for an internal call. This difference helps you identify the type of call, whether internal or external. Thus there are 8 ringer patterns (for external calls) corresponding to 8 *Classic* ringer patterns similarly there are 8 ringer patterns (for external calls) corresponding to each of 8 *Alternate* ringer patterns.

Note:

An incoming call is considered as internal when it originates from within the same Communication Manager. An incoming call is considered as external when a call originating from one Communication Manager passes through a trunk and then arrives at another deskphone that is registered on another Communication Manager.

Note:

This feature is not applicable to the 9670 deskphones.

Changing the ringer pattern

Procedure

1. Press **Avaya Menu**.

2. Select **Options and Settings**.
3. Press **Select** or **OK**.
4. Select **Screen and Sounds** option.
5. Press **Select** or **OK**.
6. Scroll to **Personalized Ringing**.
7. Press **OK** or **Change**.
8. Use the **Right** or **Left** arrow key to select the type of ringer pattern from **Classic** or **Alternate**.
9. Scroll to the specific ringer pattern that you want to set. Press **Play** if you want to hear the pattern again.

   The pattern is played as you navigate across the ringer patterns.
10. Press **Save**.

Note:

This feature is not applicable to the 9670 deskphones.

Changing the display language

Procedure

1. Press **Avaya Menu**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Screen & Sound Options**.
5. Press **Select** or **OK**.
6. Select **Language**.
7. Select a display language.
8. Press **Select** or **OK**.
9. Press **Yes** to confirm the selected language.

Personalizing button labels

About this task

You can change the labels that are displayed for your extensions, features, and abbreviated dial or speed dial buttons.For example, you can change the label for your extension to "My Line." If you have a button module attached to your deskphone, you can change any of those labels as well; for example, you can change a Help Desk extension to read “Help Desk.”

Procedure

1. Press **Avaya Menu**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Application Settings**.
5. Press **Select** or **OK**.
6. Select **Personalize Labels**...
7. Press **Change** or **OK**.
8. Select the label you want to edit.

   If the label you want to edit is on the Features menu, scroll right to access the Features menu, and select the label you want to edit.
9. Press **Edit**.
10. Edit the label using up to 13 characters.

    Press **More** then **Clear** to clear all text fields and start over.
11. Press **Save** or **OK**.
12. You may revert back to the default button labels by selecting **Avaya Menu** > **Options & Settings** > **Application Settings** > **Restore Default Button Labels** and pressing **Default**.

Setting dialing options

About this task

Your phone has two dialing options. You can dial as you normally would, for example, pick up the handset, get a dial tone, and dial the number you want (off-hook dialing). Or, you can set "edit dialing" which mimics how you dial a call on a cell phone - you can enter all or part of the

number, backspace to correct a digit if needed, and when ready, initiate the dialing process using a softkey.

Note:

Edit dialing may not be available to you, depending on how your system is administered.

Procedure

1. Press **Avaya Menu**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Call Settings**.
5. Press **Select** or **OK**.
6. Select **Edit Dialing**.

   If your telephone does not display this option, your administrator has not made this feature available.
7. Press **Change** or **OK** to change the setting to On (Enabled) or Off (Disabled).

   When on-hook dialing is in effect, dialpad (edit dial) searches are not available.
8. Press **Save**.

Selecting handset audio equalization

About this task

For most people, this option is not relevant. For certain people with hearing difficulties, however, this option can change the audio characteristics of the deskphone and make it easier to hear the far end.

Procedure

1. Press **Avaya Menu**.
2. Select **Options & Settings**.
3. Select **Advanced Options**.
4. Navigate to **Handset Equalization**.
5. Press **Change**.
6. Select the setting you want by pressing the button against the setting.*Default* will be standard audio performance unless otherwise modified by your administrator. *Audio Opt.* is standard audio performance, regardless of what your administrator has chosen. *HAC Opt.* is “Hearing Aid Compatibility” performance.

7. Press **Save**.

Chapter 3: Browser

Your deskphone includes WML Web browser capability to use additional applications. The applications available through the Web browser vary depending on how your system administrator has configured your deskphone. If you have any questions, contact your system administrator.

Access the browser through the Avaya Menu. If you do not see the Browser option on the Avaya Menu, Web applications are not available for your deskphone.

Accessing your browser

Procedure

1. Press **Avaya Menu**.
2. Press **Browser** or **OK**.

Chapter 4: About Features

This chapter describes the features of your deskphone. Your administrator might have set up your deskphone with the features and the call appearances on one screen. The Features menu gives you access to Speed Dial buttons and advanced telephony features, such as Directory, Abbreviated Dial, and Call Forwarding. Using the Directory, you can dial other users on your system. You can use Send All Calls and Call Forward features to forward incoming calls to other numbers. When you enable the EC500, you can forward calls from your desk phone to your cell phone. The features available depend on what your administrator has assigned to your phone.

Accessing the Features menu

Procedure

1. From the Phone screen, scroll right to access the first feature on the Features Menu.

   To return to the main Phone screen, press the **Phone/Exit** button or the **Exit** softkey.

2. Scroll down to see the features that have been administered for your extension.

   The green LED next to the Feature button indicates if the feature is currently on or off. If the light is on, the feature is on. The red LED next to the Feature button blinks while the feature label is displayed on the screen.

Calling a person from the directory

About this task

If your system administrator has set up a corporate directory and has made this feature available to you, you can dial other users in your system by name.

Procedure

1. From the Phone screen, scroll right to access the Features menu, select **Directory**, and press **Select** or **OK**.
2. Use the dialpad keys to start spelling the last name of the person you want to call.

Press each dialpad key once for each corresponding letter. For example, for *Hill*, press **4,4,5,5**.

3. Select **Next** to view the names alphabetically in the directory, if necessary.
4. Press **OK** or enter the next letter.
5. Select **Make Call** when you see the name you want.
6. Press **OK** to dial the call.

Configuring simultaneous ringing for multiple phones using EC500

About this task

Using the EC500 feature, you can program your deskphone in such a way that the deskphone and your cell phone rings simultaneously when there is an incoming call. With this feature, you can answer office calls while you are away from your desk. The system administrator has to add your cell phone number and program the desk phone.

Procedure

1. From the Phone screen, scroll right to access the **Features** menu.
2. Select **EC 500**.
3. Press **OK** to turn simultaneous ringing on or off.

Chapter 5: Answering a call

About this task

When you receive an incoming call, the phone selects the incoming call automatically. However, if you are already on a call or if you receive more than one incoming call at a time, you may need to select the call you want to answer manually. If you do not have the Go to Phone on Ringing option enabled, you must press **Phone** to choose a line or view call options.

Note:

If your telephone is administered with non-typical settings, you may experience call handling differences from the steps described here. Also, note that the phone will auto-scroll in certain instances to present you with significant incoming calls.

Procedure

Answer an incoming call in one of the following ways:

- If you are not on another call, lift the handset, or press **Speaker**, **OK**, or **Answer** to answer the call using the speakerphone, or press **Headset** to answer using the headset.
- If you are on another call and the telephone does not automatically display the incoming call, from the Phone screen scroll to the line with the incoming call and press **Answer** or **OK**. If you are on another call and the telephone does automatically display the incoming call, you can press **Ans Hold** to automatically put the first call on Hold when you answer the new call. Alternately, you can press **Ans Drop** to automatically drop the first call when you answer the new call.
- To quickly move to the top of your call appearance list to answer an incoming call on your primary line, from the Phone screen press the **Phone** button. You can then press the line for the incoming call or scroll to it.
- To automatically display the Phone screen whenever you receive an incoming call, set the **Go to Phone Screen on Ringing** option to **Yes**.

Chapter 6: Making a call

About this task

If you are not on a call, simply dial the number you want to call. Use the Phone screen to view and manage calls. Press **Phone** to view the main Phone screen at any time. When the Phone screen is displayed, press **Phone** to move to the top of the call appearance list.

Procedure

1. Lift the handset, press **Speaker** or **Headset** if applicable, or select an available line and press **OK**.
2. Dial the number you want to call.

Making an emergency call

About this task

You do not have to be logged in to make an emergency call. If emergency calling was set up by your system administrator, the Phone screen has an Emergency softkey to immediately connect you with a preset emergency services number.

Your system administrator can configure the *PHNMOREEMERGNUMS* parameter in the settings file for your extension with ten additional emergency numbers. If a user dials any one of the specified emergency numbers, the deskphone will handle the call as an emergency call even if the telephone is in the locked or unregistered state.

Avaya recommends that for phones connected to SES, only one emergency number should be defined. For use with third-party gateways, refer the relevant Application Notes for necessary provisioning to enable the configuration.

Procedure

1. Press the **Emerg.** softkey.
2. Some call servers will call back to confirm the emergency status. The phone automatically answers the incoming call on the Speaker by going off hook.
3. To end the emergency call, press the **Drop** softkey or press the **Speaker** button.

Clearing a number

Procedure

Press **Clear** to erase all dialed digits and enter a new number.

Redialing a number

Procedure

1. From the Phone screen, press **Redial**.
   The last number is redialed or a list of the most recent numbers that you have dialed appears from which you can select a number to redial. For information in redial settings, see Setting Redial Options on page 17 .
2. If you are working with a redial list, scroll to the number you want to call and press **Call** or **OK**.
   Your system administrator can disable Redial functionality.

Using voice dialing

About this task

You can say a name to search for and call any contact when voice dialing is set to on. You can optionally add a qualifier like "at home" or "mobile" with the name to get to a specific number for the contact. The first two times you use voice dialing, a help screen displays to assist you in using this feature.

Procedure

1. Press **Contacts**.
   If Voice dialing is enabled, a **Voice** softkey displays.
2. If no tone is generated or if no green bar appears next to the **Voice** softkey, press **Voice** again to restart voice dialing.

Note:

To make voice-initiated dialing available each time you access your contacts, see Changing the voice dialing setting on page 16. To change the language you want

to use for voice dialing commands, see Changing the voice dialing language on page 16.

3. Within a few seconds or as soon as you hear the tone, say the name of the person you want to call.

   You can say the name in first name, last name order even if the name is displayed as last name, first name order (and separated by a comma) in your Contacts list. You can add a qualifier, for example, “at home”, “at office”, “mobile phone”, “cell phone”, or say one of the contact number types (Home, Work, Mobile) with the name. For example, to reach Sam Jones at his primary number you can simply say “Sam Jones”. To reach Sam Jones at home, you might say “Call Sam Jones at home.”

   Note:

   If you don't add a qualifier and multiple numbers exist for that contact, the telephone always dials the first number listed.

4. When one or more contacts display:

   - Press **Call** or **OK** or the applicable line button to dial the highlighted number, or scroll to select (highlight) a different number, then press **Call** or **OK** or the line button.
   - Press **Details** to view the contact details associated with the highlighted entry, or select (highlight) a different entry, then press **Details**.
   - If none of the matches represent the contact/number you want, press **Retry** and repeat the voice-initiated dialing command from Step 3.
   - Press **Cancel** to exit voice dialing and return to the main contacts screen.

Making a call using edit dialing

Before you begin

Your system administrator has to authorize this function. To set up edit dialing, see Setting dialing options on page 24.

About this task

Using Edit dialing feature, you can edit the number before actually dialing by using the **Bksp** softkey. Using the **Bksp** softkey, you can edit the number before actually dialing it.

Procedure

1. From the Phone screen, enter the number you want to call.

2. To edit the number, press the **Bksp** softkey to erase the previous character, one character at a time. To remove the entire number, press **Clear**.
3. Press **Call** or **OK**.

Calling a person from the contacts list

About this task

You can call a contact in your contacts list by touching the name in the list. You can find a name by scrolling to it, or by using the search box. Use the dialpad keys to enter the first few letters of the name and the screen will scroll to the first match in your list.

Procedure

1. Press the **Contacts** button.
2. Select the person or primary number you want to call.

   To call a non-primary number, select the person, press **Details**, then select the desired number.
3. Locate the contact you want to call by typing the name of the person as listed.

   For example, if you added John Smith to your contacts List as “Smith, John”, start typing his last name rather than his first name. Each time you press the dialpad, the list display shifts to match your input. Alternately, you can scroll up or down to locate the contact.
4. Press **Call** or **OK**.

Calling a person from the call log

Procedure

1. Press the **Call Log** button.
2. Scroll to the left or right to view a separate list of all calls, missed (unanswered) calls, answered calls, or outgoing calls.
3. Scroll up or down to select the person or number you want to call.
4. Select the person or number you want to call.
5. Press the **Call** softkey or the **OK** button.

Depending on how your phone is administered, returning a Missed Call may result in that call history entry being deleted when the call goes through.

Chapter 7: Muting a call

About this task

While on a call, you can mute the microphone of your phone so that the other party cannot hear you. You can configure your deskphone to alert you if your dekphone is on mute. The alert can be an audible beep and a visible indication on the top line of your deskphone.

Procedure

1. Press **Mute** during a call so that the other person on the call cannot hear you.
2. Press **Mute** again to unmute the call.

Note:

If a call is on mute and you switch between the handset, headset, or speakerphone, the mute is turned off. When the call is muted, the Mute button light is on and the top line displays the Mute icon.

Chapter 8: Putting a call on hold

Procedure

1. Press **Phone** to view the main Phone screen, if necessary.
2. If you are not active on the line you want to put on hold, select that line.
3. Press **Hold**.

   Note:

   The phone might display a hold timer when you put a call on hold.For more information, see Configuring call timers on page 17.
4. Press **Resume** or the line button of the held call to retrieve the call.

Chapter 9: Transferring a call

Procedure

1. From the Phone screen, if the call to be transferred is not already active (highlighted), select the line on which the call to be transferred appears.
2. Press **Transfer**.
3. Dial the telephone number, or call the person from the **Contacts** list, or call the person from the Call Log list.
4. If unattended transfers have been administered, you can hang up now if you do not want to announce the call. Otherwise, press **Complete** or **OK**.

Chapter 10: About forwarding calls

You can forward your incoming calls to another number or to voice mail. If call forwarding is turned on, a Forwarding icon appears on the top line of your display screen. The forwarding features available on your phone depend on the options your system administrator has set. For more information about the options available on your extension, contact your system administrator.

Send All Calls

About this task

When Send All Calls (SAC) feature is on, your incoming calls go directly to a predefined coverage number, typically your voicemail. Incoming calls ring once at your extension and then go directly to a number which is set by your system administrator. If the SAC feature is administered on your phone, a **Send All** softkey appears on the Phone screen for idle calls.

You can also turn **Send All Calls** on or off by using the telephone Features list.

Procedure

1. From the Phone screen, scroll right to access the Features menu.
2. Select **Send All Calls**.
3. Press **Select** or **OK** to turn **Send All Calls** on or off.

Forwarding calls

About this task

Procedure

1. From the Phone screen, scroll right to access the Features menu.
2. Select the forwarding feature you want to activate.
3. Press **Select** or **OK** to turn the call forwarding feature on.

When you turn on the Call Forwarding feature, you hear a tone prompting you to enter the forwarding number.

4. Enter the number to which you want to forward your calls as the destination. After you enter the forwarding number, you hear a confirmation tone.

5. Press **Select** or **OK** to turn the call forwarding feature off if it is already on.

Chapter 11: Using the conference feature

You can use conference calls to speak with people from different locations on the same call. Additional conferencing options may be available through Expanded Meet-Me Conferencing. Contact your system administrator for more information about this feature.

Setting up a conference call

Procedure

1. From the Phone screen, select your active call.
2. Press **Conf**.
3. Dial the telephone number, or call the person from the Contacts list, or call the person from the Call Log list.
4. When the person answers, press **Join** or **OK** to add the person to the existing call.
5. Press **Add** and repeat these steps to add another person to the conference call.

Procedure

1. From the Phone screen, select your active call.
2. Press **Conf**, or **Add** if you are already in a conference.
3. Select the call on hold that you want to add to the conference.
4. Press **Resume** to take the call off hold.
5. Press **Join** to add the person to the conference call.

Putting a conference call on hold

About this task

When you put a conference call on hold, the other parties can still talk to each other.

Procedure

1. Press **Hold** during a conference call.
2. Press **Resume** or **OK** to resume the conference call.

Muting a person on a conference call

You may be able to silence a person on a conference call using the Silence softkey. The individual muting feature is not available on all systems. If you do not see **Silence** softkey when you choose a person, you cannot mute that person.

Procedure

1. From the Phone screen, select the line of the person you want to mute during a conference call.
2. Press **Details**.
3. Press **Silence**.
4. Press **Silence** again to take the person off mute.

Dropping the last participant from a conference call

About this task

Note:

This feature is applicable only for a conference call of the AST 1 type.

Procedure

1. From the Phone screen, select your active call.

2. Press **Drop** once the conference is up.
   The telephone drops the last added person from the conference.

Dropping a person from a conference call

About this task

This feature is not available on all systems.

Procedure

1. From the Phone screen, select your active call.
2. Press **Details**.
3. Select the person you want to drop.
4. Press **Drop**.

Chapter 12: Using bridged call appearances

In addition to your own call appearances, your phone may show one or more bridged call appearances on the display screen. A bridged call appearance is of another user and allows you to see if that call appearance is in use, answer calls on that appearance, or join a call in progress on that call appearance from your deskphone. You can also make outgoing calls on a bridged call appearance when it is not in use.

Answering a call on a bridged line

About this task

Answering a call on a bridged line is the same as a call on a primary line. If the ringing line is selected, you can answer by picking up the handset or by pressing **Speaker** or **Headset** or **Answer**.

Procedure

1. Select the bridged call that you want to answer.

   The ringing line is selected automatically. If you are on another call when a call comes in to a bridged line, you have to select the ringing line.

2. Press **Answer**.

Joining a call on a bridged line

About this task

You can join an existing call on a bridged line.

Procedure

1. Select the bridged call in progress that you want to join.
2. Press **Bridge**.

Making an outgoing call on a bridged line

About this task

When you make a call on a bridged line, you are using another telephone user's line. The caller ID associated with the call you are making may show the call as coming from you or coming from the person whose line you are using. If you have any questions about how the name or extension displays to the person you are calling, contact your system administrator.

Procedure

1. Select the bridged line you want to use.
2. Press **OK** to get a dial tone.
3. Dial the telephone number, or call the person from the Contacts list, or call the person from the Call Log History list.

Chapter 13: Using the contacts feature

You can save up to 250 names and up to 3 telephone numbers per name. You can use voice dialing to speak the contact name; see Using voice dialing on page 34 for information. You can also import or export a Contact list using a USB device; see Importing and Exporting Contacts using USB Flash Drives on page 57 for information.

Note:

When you press the **Contacts** button you may not see all the functionality described in this chapter. This would be because your system administrator has disabled changes to Contacts.

Searching for a contact

You can search for any name as described here, or you can jump to a certain group of letters in your Contacts list by pressing the associated dial pad button. For example, if you press 3, the Contacts list might display entries starting with D, E, F or 3 depending on how you set up your contacts and how many times you press 3 in succession. You can also search for and dial a contact using voice dialing; see Using voice dialing on page 34 for information.

Procedure

1. Press **Contacts**.
2. Using the dialpad, start typing the name for which you want to search.

   Keep in mind that a Contacts search is case-sensitive and how your Contact list is set up. If you set up your contacts as “Last Name, First Name” start typing the letters of the last name. If you have set up your contacts using a different scheme, type the most likely letter(s) that would match the contact you want to find.
3. Press **Call** to call the person or press **More** then **Edit** to edit contact information.

Viewing a contact's details

Procedure

1. Press **Contacts**.

2. Select the contact you want to view.
3. Press **Details** to see the information available for that contact.
   Selecting Details is the only way to dial a second or third number for a contact.
4. Press the appropriate softkey to call or edit this contact, delete this contact, or return to the Contacts screen.

Adding a new contact

About this task

You can add up to three numbers for a contact.

Procedure

1. Press **Contacts**.
2. Press **New** if this is your first contact list entry, or press **More** then **New** if you already have entries in your contact list.
3. Enter the name using the dialpad.
   - Press the number key that corresponds to the letter or number you want to enter until the letter or number is displayed.
   - If the characters are on the same key, pause before entering the next character.
   - To enter a space, press **0**.
   - Enter remaining letters or numbers.
   - To delete the last character, press the **Bksp** softkey.

     Note:

     If you want to remove a letter, number, space, or symbol that is in the middle of the text you entered, use the left and right navigation arrows to place your cursor after the character you want to remove. Once your cursor is in the correct position, press the **Bksp** softkey to remove the character to the left of the cursor.
   - Press **More** > **Abc** to change between upper and lower case letters or to enter numbers.
   - Press **ABC** again to cycle through the options (Abc/123/abc/ABC) until the type you want to use is displayed.
   - Press **More** > **Symbols** to enter characters that are not on your dialpad.

- Select the symbol you want to use.
- Press **OK** to select the symbol.
- Press **Clear** to delete all text and start over.

4. Select the next field.
5. Enter the number.
6. Select the next field.
7. Select the type of number entered (general, work, mobile, home).
8. Press **More** >**Primary** if applicable.

   The primary number is the one that will always display without having to go into contact details.

9. If you have another number for this contact, select the next field and repeat from step 5.

   You can add up to two additional numbers for this contact, but you can designate only one number as primary.

10. Press **Save** or **OK**.

Editing a contact

Procedure

1. Press **Contacts**.
2. Search for and select the contact you want to edit.
3. Press **More** > **Edit**.
4. Choose the field you want to edit.
5. Use the dialpad and softkeys to make changes to the contact information.
6. Press **Save** or **OK**.

Deleting a contact

Procedure

1. Press **Contacts**.
2. Select the contact you want to delete.
3. Press **More** > **Delete**.
4. Press **Delete** to confirm or **Cancel** to cancel.

Chapter 14: Using USB Flash Drives with your phone

You can use Universal Serial Bus (USB) flash drive if your deskphone has a USB interface and you have the permission of the administrator. When you log into your phone from a remote location, you can use the USB flash drive to add contacts to your Contacts list from an E-mail or other PC software program, and use the pictures from the device as screensaver on your phone.

Note:

The 9620L IP Telephone does not have a USB interface.

Avaya offers a PC application Avaya one-X® Deskphone USB Companion to help set up your USB device phone options. Your administrator has certain setup responsibilities and can then help you determine the options that are available to you and how to use the tool to set them up. Additionally, your administrator may provide you with a USB device with a pre-programmed Extension and Password in it, or may provide you with a PC-based tool for putting this information on a USB device. You can then use the USB device to log in to the administered Extension and Password automatically, from any telephone in your system.

Note:

USB Login: If you have automatic USB login capability, the only contacts you can see are those on the USB device. When you use the USB login, the Log Out menu option is available on the menu screen but does not work when the USB device is inserted. The only way you can log your phone out is by removing the USB device.

If you insert the flash drive into the USB jack, the phone displays either a list of USB actions or options, a message that your phone does not support the device, or a message that the phone does not have adequate power to support the device. Power supply to the USB interface depends on the administration settings and on how the phone is powered. The phone supports USB drives with FAT or FAT32 file systems and does not support USB drives with NTFS file systems and multiple LUNs.

Adding contacts from an external file to your contacts list

About this task

Use a USB flash drive to add contacts from an external file to your contacts list. The contacts list can contain only 250 entries. Contact files merged or written to the phone's contacts list must be in a specific format. One way to ensure that the file is in the proper format is to export your the Contacts list of your deskphone to your USB device, which automatically creates a properly formatted file. Avaya also provides a spreadsheet tool that uses macros to convert your Outlook contacts into the Contacts format the phone uses. For information on this tool,

search for Avaya one-X® USB Companion on the Avaya support site at http://www.avaya.com/support.

Note:

If your administrator has made a special application available that allows you to log in to your phone via a USB device, and you log in that way, the only Contacts you can see are those on the USB device itself.

Procedure

1. Plug the USB device into the jack near the top left edge of your phone.
2. Press **Select** or **OK** to select **Merge file and phone contacts**.

   The Merge option is shown only when both the USB file and the phone have contacts.
3. The contacts are merged automatically. When complete, review the statistics displayed, which show the number of entries, duplicates, and any errors.
4. Press **Save** or **OK** to write the merged Contacts list back to the USB device and return to the list of contacts/USB actions or press **Exit** to return to the list of contacts/USB actions without writing the merged file to the USB device.

   Note:

   If you attempt to merge more than the maximum 250 entries, the phone displays a List Full screen. You can then either save the first 250 entries or cancel the merging process without transferring the contents to the deskphone.

Overwriting contacts list with an external file

About this task

Use a USB flash drive to replace your entire contacts list with the contacts from an external file. Contacts that you are copying from an external file must have a name and at least one number but not more than three numbers with associated types. If associated types are not provided, the type will be considered as general type. Your system administrator can provide detailed format information about external data source files.

Procedure

1. Plug the USB flash drive into the jack near the top left edge of your phone.
2. Scroll down to **Replace phone contacts with file**.
3. Press **Select** or **OK**.
4. Review the statistics displayed, which show the number of valid and invalid entries, and if applicable, the number of entries that exceed the 250 contact phone limit.

5. Press **Save** or **OK** to overwrite and replace your contacts list with the file on your USB device or **Cancel** to cancel the replacement and retain your current contact list.

Copying your contacts list to a USB flash drive

About this task

You can copy your entire contact list from your phone to a USB flash drive for protecting data or using in an external software program. If the USB flash drive already contains a contact file, you must first confirm that you want to replace that file.

Procedure

1. Plug the USB flash drive into the jack near the top left edge of your phone.
2. Scroll down to **Write file with phone contacts**.
3. Press **Select** or **OK**.
4. If your USB device currently has a contacts file, press **Save** or **OK** to confirm that you want to overwrite that file with the telephone's contact list.

Temporarily using a USB contacts list

About this task

If the USB flash drive is attached to the phone, you can use the contacts file on the drive instead of the contact list of your phone. For example, copy your contacts list to your USB flash drive and take the device with you while traveling. If you have access to a 9600 Series guest phone with the latest telephone software at another site, you can attach the USB flash drive and use your contacts list.

Procedure

1. Plug the USB flash drive with the contacts file you want to use into the jack near the top left edge of your phone.
2. Scroll down to **Use contacts file while present**.
3. Press **Select** or **OK**.
4. Press **OK** to access the contacts list on your USB flash drive.

Any changes or updates you make to your contacts list while the USB device is connected affect only the temporary file on the USB device, and not your “regular” telephone contacts list.

Using pictures from your USB device as a screensaver

About this task

If your USB device has a top level directory named `\Pictures` or another picture directory that is properly administered, you can use pictures in that directory as your phone's screensaver.

Each picture displays for 5 seconds unless you specify a different value (from 5 seconds to 999 seconds). The maximum allowable height and width for each picture is 160 x 320 pixels. A picture file must be in JPEG (.jpg or .jpeg) format. Your administrator can help you set up this feature. Your administrator can also disable this feature, in which case the **My Pictures** option will not appear on the Avaya Menu.

In addition to the features described in the Using USB Flash Drives with your phone on page 57 the Avaya one-X® Deskphone USB Companion application includes a utility program to convert your pictures to the correct format.

Procedure

1. Plug the USB device into the jack near the top left edge of your phone.
2. On the phone, press the **Avaya Menu** button.
3. Select **My Pictures** to immediately begin displaying the pictures from your USB picture directory on the phone and then whenever the screen display “times out” after the administered idle period.

Note:

If you disconnect the USB device from the telephone, the standard screensaver replaces your pictures after the designated idle period.

Chapter 15: Call Log

The History screen provides a list of recent calls, with information about call disposition such as missed, answered, or outgoing with the caller name and number, call time, and call duration.

Note:

The caller number is displayed only if available.

Call History also shows bridged calls and the number of missed calls from a given calling number. If you are a member of a call pickup group, any calls you picked up for another person or you missed and were answered by someone else in your pickup group are shown with a Forwarding icon. Using this feature, you can review details of the type of call pickup. When you have one or more missed calls, the Call Log button illuminates and the Missed Calls icon and the top line displays the number of missed calls. To call a person listed in your Call History, see Calling a person from the call history on page 36.

Viewing the call log

Procedure

1. Press **Call Log**.

   You can go to the top of the list by pressing **Call Log** again.
2. Scroll to the right or left to view separate lists of answered, outgoing, or missed calls.

   Note:

   Depending on how your system is administered, a Missed Call counter might appear next to a missed call showing the number of missed calls you have from that person.

   Note:

   When contacts whose presence you have set up to track have called you, the applicable presence icon displays along with their call information. See About icons on page 10 for a description of the icons.
3. Scroll up or down to view the entries on the list.

Viewing Call Log details

Procedure

1. Press **Call Log**.
2. Select the number you want to view.
3. Press **Details**.

   Note:

   To see details of other calls, scroll up or down.

   If you are logging bridged calls as well as your own, bridged call details are identified by either CALL FOR: (calls made to the bridged line) or CALLED FROM: (calls made from the bridged line) preceding the applicable number. To log/not log bridged calls, see Turning off call logging on page 63
4. Press **Back** to return to the list view.

Adding an entry from the call log to your contacts list

Procedure

1. Press **Call Log**.
2. Select the number you want to add to your Contacts list.
3. Press **+Contact**.
4. Edit the name and telephone number, if necessary.
5. Press **Save**.

Removing an entry from the Call Log

Procedure

1. Press **Call Log**.

2. Select the number you want to delete.
3. Press **More** > **Delete**.
4. Press **Delete** or **OK** to confirm, or press **Cancel** if you do not want to delete it.

Clearing all entries from the call log

About this task

Clearing all entries from the call log deletes all of the entries for the specific list you are viewing. For example, if you are viewing the Outgoing calls list, only outgoing calls are deleted. However, if you are viewing the All Calls list, pressing **Clear All** deletes all calls.

Procedure

1. Press **Call Log**.
2. Select the list you want to delete.
3. Press **Clear All** or **OK** to confirm or press **Cancel** if you do not want to clear all.

Turning off call logging

You can turn call logging on or off. If you have bridged call appearances on your phone, you can choose whether or not to include calls to your bridged lines in your call log.

Procedure

1. Press **Avaya Menu**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Application Settings**.
5. Press **Select** or **OK**.
6. Select the type of call logging you want to turn off.

   To turn off logging your calls, select **Log Calls**. To turn logging of bridged lines on or off, select **Log Bridged Calls**.
7. Press **Change** or **OK** to turn call logging on or off.

8. Press **Save**.

Chapter 16: Receiving your messages

Procedure

Press the **Message** button to connect directly to your voice mail system.

The lit Message button and a red light on the upper right-hand corner of your deskphone indicate when you have messages waiting. You can use this feature only if your administrator has enabled this feature. If you have any questions, contact your system administrator.

Logging into your voice mail

Procedure

1. To log in to your voice mail, press the **Message** button.
2. Follow the voice prompts from your voice mail system.

Chapter 17: About Logging In and Logging Out

If you share a deskphone with other users, you should log in and log out to maintain your preferences, call information, and options. Log out to prevent unauthorized use of your deskphone during your absence.

Note:

Depending on how your phone is administered, for example, whether Call Log backup is enabled or disabled, Call Log information might be lost when you log your extension out.

Your administrator might provide you with a USB device with a pre-programmed Extension and Password, or may provide you with a PC-based tool for transferring this information on a USB device. This device will enable you to use the USB device to log in to the administered Extension and Password automatically, from any deskphone in your system. Contact your administrator for details. If you log in with the USB Login option, the only way to log out is by removing the USB device from the phone connection.

Note:

When you use the USB Login, the only Contacts you can see are the Contacts on the USB device. See Using USB Flash Drives with your phone on page 57 for more information.

Note:

Depending on how your deskphone is configured, your deskphone might display a Log-Off softkey in an idle state. You can use the Log-Off softkey to log out of the deskphone.

Logging in to your deskphone extension

About this task

Log in from the initial screen when it prompts you for your extension.

Procedure

1. Enter your extension.
2. Press **Enter** or **OK**.
3. Enter your password.

4. Press **Enter** or **OK**.

Logging in as a guest user

About this task

Log in to another phone as a guest to retain the features and functionality of your own phone. For example, if you are temporarily using a visitor's office telephone but want to have your Contacts list available. The phone must be on hook to select this feature.

Note:

The guest user login option is available only if your administrator has configured the GUESTLOGINSTAT parameter in the settings file.

Procedure

1. Press **Avaya Menu**.
2. Select **Guest Login**.
3. Enter your extension number.
4. Press **Enter** or **OK**.
5. Enter your password.
6. Press **Enter** or **OK**.
7. Scroll left or right to select the expected amount of time (1 to 12 hours) you will use this phone. You can log out as a guest at any time despite the duration you select.
8. Press **Enter** or **OK**.

Visiting user

A *visiting user* is anyone who uses a 9600 Series IP deskphone in one location, for example New York, and intends to register to a call server in some other location, for example in Paris. Typically, this occurs when a user has travelled from the home location to another location in the organization, but wants to register with the call server back home to get the feature buttons and other features specifically administered for that profile.

Note:

When you are logged in to another phone as a visiting user, a preset timer may terminate your login after a predetermined period of inactivity. When you log in to another phone as a

visiting user, your *home* phone becomes inactive for all but emergency calls and displays a message indicating you are logged in at a different deskphone.

Logging in as visiting user

Before you begin

Visiting user access must be administered on your extension for you to use this facility. You must upgrade the deskphone to the latest build.

Procedure

1. On the login screen, enter the extension and password.
2. Select **Visiting User** as the mode and press login. The option *Login Mode* is available in the third line.

Note:

The Visiting user option is not applicable for 9670G touch screen deskphones

Logging out of your deskphone extension

Procedure

1. Press **Avaya Menu**.
2. Scroll down and select **Log Out**.
3. Press **Log Out** or **OK**.
4. Press **Log Out** to confirm.

Logging out of a locked deskphone extension

About this task

Sometimes a user forgets to logout of a deskphone in a common workplace such as a conference room. If you use such a locked deskphone and try to login, the deskphone displays a message *Press Log Out if you wish to Login as a new user*. The telephone displays the **Log Out** softkey.

Procedure

1. Press the **Log Out** softkey.

   The deskphone logs out the current user and the telephone displays the login screen.

2. Enter your authentication credentials and login to the system.

Index

A

Applications 13
audio path 19
  on-hook 19
Avaya Menu 13, 14, 21
  about 13
  options 14
  text size 21

B

bridged call appearance 51
  joining 51
Bridged call appearance 51
  about 51
Bridged Calls 51
  answering 51
Browser 27
  accessing 27
Browser, WML 27
button click sounds 20
  configuring 20
Button labels 24
  personalizing 24
Button labels, restoring to default labels 24

C

Call history log 61
  about 61
call log 61, 63
  turning off 63
  viewing 61
Call log 36
  calling a person 36
Call Log 62, 63
  clearing entries 63
  removing an entry 62
  viewing details 62
Call Settings 16
  changing voice dialing language 16
  changing voice dialing setting 16
Call Timers 17
  displaying 17
Calling a person 36
  from the call log 36
calling a person from the contacts list 36
calling, using voice dialing 34
Clearing a number 34
Conference calls 47, 48
  about 47
  dropping a participant 48
  muting a person 48
  putting a call on hold 48
  setting up 47
Conference Calls 47, 49
  adding a person on hold 47
  dropping a person 49
contacts 19, 34, 36, 53, 55, 56, 62
  adding from the Call Log 62
  calling a person 36
  deleting 56
  editing 55
  name display during calls 19
  searching 34, 53
  selecting 53
Contacts 53, 54, 57–59
  using temporary USB files 59
  about 53
  adding a new contact 54
  copying to USB flash drive 59
  importing or exporting via USB flash drives 57
  merging USB files with 57
Copying contacts list to USB file 59
coverage 45

D

Dialing Options 24
  setting 24
directory, calling a person 29
display 20
  adjusting brightness 20
  adjusting contrast 20

E

Edit dialing 24, 35
Emergency call 33
Error tones 21
  turning off 21

F

Features 29
about 29
accessing 29
Flash drives 57
forwarding 45
a call 45
Forwarding calls 45
about 45

G

Go To Phone Screen on answer 15
setting 15
Go To Phone Screen on calling 14
setting 14
Go To Phone Screen Options on ringing 15
setting 15
Guest login 67

H

Handset 25
audio equalization 25
History 61
of calls 61
Hold 41, 48
putting a call on hold 41
putting a conference call on hold 48

I

Icons in telephone display 10
about 10
incoming calls 43, 45
forwarding 45
sending to coverage 45
transferring 43
Incoming calls 30, 31
answering 31
directing to multiple telephones 30

L

Language 16, 23
changing 23
changing voice dialing 16
legal notices 2
Logging in as a guest 68
Logging in to your deskphone 67
Logging in to your deskphone extension 67
Logging out of your deskphone extension 67
Login as a guest user 67

M

Memory sticks 57
Messages 65
receiving 65
muting calls 39

N

navigation arrows 9
right and left 9
up and down 9
navigation tips 9

O

On-hook dialing 24
Options & Settings 14, 15, 17, 18, 23, 24, 63
about 14
call logging 63
changing language 23
configuring visual alerts 18
go to phone screen on answering 15
go to phone screen on ringing 15
phone screen on calling 14
redial settings 17
Setting dialing options 24
outgoing calls 33, 52
making a call 33
making a call on a bridged line 52
Outgoing calls 34
redialing a number 34
Outgoing Calls 35
edit dialing a number 35

P

Phone Screen Options on calling 14
setting 14
Phone Settings 14
about 14
Pictures 60
from USB files as a screensaver 60

R

Redial 34
redial options 17
    setting 17
replacing contacts list with an external file 58
ringer pattern 22
ringtones 22

S

Screensaver 60
    from USB pictures 60
SENDALL 45

T

Telephone display icons 10
    about 10
Telephone stand 11
    about 11
text size 21
    turning off 21
Thumb drives 57
Transfer 43

U

USB files 57, 59, 60
    merging with contacts list 57
    pictures 60
USB flash drives 57
    working with 57

V

visiting user 68
Visual Alerts 18
    configuring 18
Voice dialing 16
    changing setting 16
Voice mail, logging in 65